

Commonwealth of Massachusetts
Executive Office of Health and Human Services



EOHHS and Mass.gov Initiative
Improving Access to Health and Human Services

June 2004



An initiative of EOHHS and Mass.gov

Agenda



- A new way to access HHS
- What can be done?
 - Catalog
 - Eligibility Screening
 - Intake Data Collection Tool
- Implementation Plans
- What are the benefits?





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A new way to access HHS



The EOHHS web page at Mass.gov will serve as a single access point on the Internet for a wide variety of programs: an online “virtual gateway”.

HHS Staff



Service Providers



Public



Health and Human Services **Mass.gov**

June 18, 2004

CONSUMER PROVIDER RESEARCHER GOVERNMENT

[Mass.Gov Home](#) [State Government](#) [State Online Services](#)

Secretary Ron Preston
Welcome to the Executive Office of Health and Human Services.

Select an Agency more
Executive Office of Human Services
Office of Medicaid (MassHealth)
Office of Children, Youth & Family Services
Office of Disabilities and Community Services
Office of Health Services
Department of Elder Affairs
Department of Veterans' Services

Conduct Business more
Report child abuse
Become a foster parent
Prescription Advantage
Report Hospital & Nursing Facility Data (NHET)
Find child care providers
Low cost Healthcare from MassHealth
Birth, death, marriage certs

Find Information more
Find resources in your community

“Virtual Gateway” to HHS Services at Mass.gov

“Virtual Gateway” Improves Access to Health Services

Louis Gutierrez speaking at the annual conference of the Massachusetts League of Community Health Centers.

Louis Gutierrez, chief information officer for the Executive Office of Health and Human Services (EOHHS), recently provided an update on the state's “virtual gateway” initiative to attendees of the Massachusetts League of Community Health Centers annual conference.

Homeland Security
National Threat Advisory
ELEVATED

Key Resources more

Health and Human Services

MassHealth



Child Care



Early Intervention



WIC



WHN



Food Stamps



Substance Abuse





Starting in July 2004, consumers and service providers will have access to program information and a powerful set of tools over the Internet.

Available to the Public and Providers

Catalog

- An on-line catalog containing descriptions of seven HHS programs available through the virtual gateway

Eligibility and Referral

- A short, on-line survey to determine potential eligibility for health and social service programs. Multiple programs and services can be selected and assessed simultaneously.

Available to selected Providers

Intake (Common Data Collection Tool)

- A convenient on-line data collection tool to aid in the application of multiple programs and services.
- Will be rolled out to providers gradually over time.

Future Capabilities

New tools and programs will be added over time. Future capabilities will include service tracking and electronic payment functions for certain HHS programs.



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Catalog of Programs and Services



The Catalog can be accessed from the Consumer tab on the EOHHS web page.

Health and Human Services

June 18, 2004

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Welcome to the Executive Office of Health and Human Services.

Select an Agency [more](#)

- Executive Office of Health and Human Services
 - Office of Medicaid (MassHealth)
 - Office of Children, Youth, and Family Services
 - Office of Disabilities and Community Services
 - Office of Health Services
 - Department of Elder Affairs
 - Department of Veterans' Services
- Homeland Security
 - National Threat Advisory

ELEVATED

Key Resources [more](#)

- Behavioral Health Information in a Disaster
 - 1-866-237-8274
- Domestic Violence
 - 1 (877) 78...

Conduct Business [more](#)

- Report child abuse
- Become a foster parent
- Prescription Advantage
- Report Hospital & Nursing Facility Data (INET)
- Find child care providers
- Low cost Healthcare from MassHealth
- Birth, death, marriage certs

"Virtual Gateway" Improves Access to Health and Human Services

Louis Gutierrez speaking at the annual conference of the Massachusetts League of Community Health Centers.

Louis Gutierrez, chief information officer for the Executive Office of Health and Human Services (EOHHS), recently provided an update on the state's "virtual gateway" initiative to attendees of the Massachusetts League of Community Health Centers annual conference.

Gutierrez explained that Governor Romney signaled a new approach last year when he announced the creation of an online, Internet-accessible "virtual gateway" as part of the

Click the Consumer tab to access the Catalog

Health and Human Services

April 15, 2004

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Conduct Business [more](#)

- Report child abuse
- Prescription Advantage
- Find child care providers
- Low cost Healthcare from MassHealth
- Become a foster parent
- Birth, death, marriage certs

Basic Needs
Food & Nutrition, Housing and Shelter, Financial Assistance, Advocacy & Legal, [more...](#)

Physical Health and Treatment
Emergency Services, Diseases, Long-Term Care, State Hospitals, [more...](#)

Community Health and Safety
Family & Community, Environment, Food & Drug, Emergency Prep, [more...](#)

Disabilities Services
Deafness, Blindness, Housing Assistance, Head Injury, [more...](#)

Family Services
Adoption, Foster Care, Abuse & Neglect, Youth, [more...](#)

Behavioral Health
Counseling, Mental Health, Substance Abuse, [more...](#)

MassHealth and Insurance
Prescription Drugs, Insurance, Low-Cost Health Care, MassHealth Members, [more...](#)

Employment, Training and Education
Employment Services, Education, Volunteer, Refugee Resettlement, [more...](#)

Find Information

- Find resources in your community
- Community demographic profiles
- Federal Government B...

Catalog descriptions are organized in standardized categories



The Catalog gathers existing program descriptions in a single place.

This is just one example
for the Food Stamp
program

Health and Human Services

April 21, 2004

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[Mass.Gov Home](#) [State Government](#) [State Online Services](#)

[Home](#) > [Consumer](#) > [Basic Needs](#) > [Food & Nutrition](#) >

Food Stamps

About the Program

Food Stamps is a nutrition program for families and individuals that meet certain income and resource guidelines. Food Stamp benefits help you buy nutritious food for your family. You can be working and still qualify for Food Stamps. If you qualify for Food Stamps you can use these benefits to purchase food at most grocery stores, convenience stores and food markets.

Food Stamp benefits are accessed with an [Electronic Benefits Card \(EBT\)](#). These cards are used the same way you would use a debit or ATM card. Food Stamps can be used to buy any food product except alcohol, pet food or heated foods.

Populations Served

Families and individuals that meet certain income and resource guidelines.

Eligibility Criteria

Food stamp eligibility depends on household size, assets, income and certain living expenses.

Application Process

To apply for food stamp benefits you may:

- Go to the Department of Transitional Assistance Office www.mass.gov/dta/assist/location/index.htm that serves your city or town.
- Print an application provided here.
English: [www.mass.gov/dta/assist/programs/fsa\(e\).pdf](http://www.mass.gov/dta/assist/programs/fsa(e).pdf)
Spanish: [www.mass.gov/dta/assist/programs/fsa\(s\).pdf](http://www.mass.gov/dta/assist/programs/fsa(s).pdf)
Complete the application and mail or fax it to the Department of Transitional Assistance Office that serves your city or town.
- Call the Department of Transitional Assistance Application Information Unit at 1-800-249-2007 and ask that an application be mailed to you.
- Print out an application and get more information about applying for food stamp benefits by going to a web site sponsored by Project Bread www.gettingfoodstamps.org

Most people can apply for food stamp benefits by mail. The application is simple. After we receive your application, we will contact you for an interview which can usually be completed over the phone.

Health & Human Services

[Conduct Business](#) more

- [Birth, death, marriage certs](#)
- [Low cost Healthcare from MassHealth](#)
- [Report child abuse](#)

[Find Information](#) more

- [A citizen's guide to state services](#)
- [Childcare financial assistance eligibility](#)
- [Find resources in your community](#)
- [Food, housing and other assistance programs](#)
- [Sign up for electronic funds transfer \(EFT\)](#)



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Eligibility Screening



Potential eligibility will be assessed using answers to questions.

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Mass.Gov Home Help

Welcome to Screening

Here's how it works: The screening survey asks questions about people in your household. The survey compares your answers with the program rules. For each program, you will see if your household will qualify. If not, you will see the reason why it looks like the household will not qualify. You will also see the next steps to apply for each program.

The rules for each program are complex, and this screening survey does not provide an official answer. If you are interested in a program, you should apply, and you may not qualify. When you apply, you will be asked more detailed questions to determine if you qualify.

Below are the programs for which the household can screen. You may select one or more programs below. The information you enter into the screening survey is based on the answers to the questions correctly will give a more accurate result. Note: This is not a guarantee of eligibility for the Commonwealth of Massachusetts. To learn more about other programs, visit the Mass.gov website.

What programs do you want to screen for?

- ☐ Screen for all listed programs
- ☐ Child Care Subsidy
- ☐ Food Stamps Benefits
- ☐ MassHealth (Includes Healthy Start and Children's Medical Services)
- ☐ Substance Abuse Program (Includes gambling)
- ☐ Women's Health Network
- ☐ Women, Infants and Children Nutrition Program

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Mass.Gov Home Help

Screening Survey

Personal Information

1. How many people are in the [household](#)?
1
2. How old are the people in the household (check all that apply)?
 - ☐ 0-2 years
 - ☐ 3-4 years
 - ☐ 5-12 years
 - ☐ 13-16 years
 - ☐ 17 years
 - ☐ 18 years
 - ☐ 19-39 years
 - ☐ 40-59 years
 - ☐ 60-64 years
 - ☐ 65 years or greater
3. Is anyone [disabled](#)?
No
4. If yes, is the [disabled](#) person caring for a child?
5. Is anyone pregnant?
No

Income

6. Is anyone working (full-time or part-time) or looking for work?
No

Next, answer series of questions

First, choose programs



Potential eligibility will be reported and instructions for applying to programs will be provided.

Health and Human Services

Mass.Gov

[Mass.Gov Home](#) [Help](#)

Screening

Screening Results

Thank you. We have compared your answers to the rules for each selected program. Please note that these results are not official. For an official result, you must apply to the program, and answer more questions than this survey asked. See the "To Apply" instructions in the results section.

If you apply, the program will decide for each person in the household if they qualify.

Based on the answers you gave, one or more people in the household **may** qualify for the programs shown in the table below. To apply, see the directions in the far right column.

May qualify:	Comments:	To Apply:
Women, Infants and Children Nutrition Program	Must reside in Massachusetts	Contact your local WIC office [link] or call 1-800-WIC-1007 (1-800-942-1007) to schedule an appointment. A face-to-face interview is required.

Based on the answers you gave, the household **does not** appear to qualify for the programs shown in the table below. A possible reason as to why the household may not qualify is shown. Note: You may still apply for these programs. To apply, see the directions in the far right column.

Does not appear to qualify:	Reason:	To Apply:
Child Care Subsidy	Must be working or in school	<p>All contracted child care providers may perform the initial intake for a family into the child care subsidy system and make an eligibility determination for subsidized child care. OCCS' website located at www.qualitychildcare.org has a search engine that allows a parent to quickly search for providers by entering the name of their community, city, or their zip code.</p> <p>For many families, their local CCR&R is the primary place they receive information on types of child care, availability, and subsidies. OCCS directly contracts with the local CCR&Rs to provide all income eligible</p>



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Intake Data Collection Tool



The Intake data collection tool will be rolled out to providers gradually over time. One form can be used to create multiple HHS program applications.

First, choose programs

☐ All Programs
☐ [Child Care](#)

Healthcare Coverage

☐ [MassHealth](#)
☐ [Children's Medical Security Plan](#)
☐ [Healthy Start](#)

☐ [Food Stamps Benefits](#)
☐ [Women's Health Network \(WHN\)](#)
☐ [Women, Infant, and Children \(WIC\) Services](#)

Next, answer series of questions

Household Members

an Services **Mass.gov**
Mass.Gov Home Privacy Policy and Guidelines Help

Name and Address

Head of Household Name:

First Name:* Middle Name: Last Name:* Suffix:

Residence Address:

Address Type: Housing Type:* Homeless Indicator: ☐
Street Number:*
Street Name:* Suffix:
Street Type: Unit:
City:* State:* Zip or Postal Code:* -
Does the household have a different mailing address? No

Cancel and Go Back **Save and Continue**



After the data collection process is complete, information is sent to existing HHS agencies and instructions are presented to applicant.

Health and Human ServicesMass.gov

[Mass.Gov Home](#) [Help](#)

Confirmation of Submittal and Next Steps

Application Number: 1039

Head of Household Name: Sally Sample

Date of Birth: 06/01/1964

Date Submitted: 06/06/2004

An application has been submitted for the following people and programs:

Women, Infant and Children (WIC) Services

- Sally Sample

We have submitted your application for the programs listed below. You must follow the instructions below in order to complete the application process for all programs.

Program Name	Contact Information	Instructions for completing application process	Applicant Name	Verification Item
Women, Infant and Children (WIC) Services		<ul style="list-style-type: none">Call 1-800-WIC-1007 to set up an appointment at a WIC office in your community.Physical presence of applicant required at appointment, and documentation of household income, MA residency and identity.	<ul style="list-style-type: none">Sally Sample	<ul style="list-style-type: none">AddressChild in Foster CareDate of Birth (Verification needed for children 5 & under)DisabilityWage IncomeSelf Employment IncomeIncome - OtherName (Identity)No Income Status



The Intake Data Collection Tool will be rolled out to providers gradually. Pilot implementations are scheduled at four providers starting in July 2004

St. Francis House

- A non-profit, non-sectarian organization in Boston, MA offering daytime shelter and rehabilitative services.

Joseph Smith Community Health Center

- A non-profit organization in Allston, MA offering primary care services and selected specialties.

Massachusetts General Hospital

- One of the premier medical centers offering diagnostic and therapeutic care. They are located in Boston, MA

Community Care for Kids

- A Child Care Resource and Referral Agency in Quincy, MA



This initiative will help HHS reach more people and fulfill the Legislature's mandate to EOHHS.

Improve access to HHS programs and services

- A central source on the Internet for descriptions for HHS programs and services
- A data collection tool to assist in the application process

Assure the coordination and quality of services

- An easy method of identifying potential program eligibility
- Tools to help providers manage and monitor applications they submit on behalf of clients

Promote economy, efficiency and improve service delivery

- A method for electronic data submission to HHS
- Tools for ensuring complete and accurate program applications
- Faster eligibility determinations

Maximize federal financial participation

- A listing of programs and services that a client may be eligible for, matching client needs to HHS programs and services